

MINUTES –combined work session and regular meeting
Thursday, October 23, 2014

Summit County Board of Developmental Disabilities

MINUTES

Thursday, October 23, 2014
5:00 p.m.

The **combined work session and regular monthly meeting** of the Summit County Board of Developmental Disabilities was held on Thursday, October 23, 2014 at the Summit DD administrative offices located at 89 East Howe Road, Tallmadge, Ohio 44278. The **work session** convened at 5:05 p.m.

BOARD MEMBERS PRESENT

Randy Briggs, President
Joe Siegfert, Vice President
Denise Ricks, Secretary
Meghan Wilkinson
Dave Dohnal

BOARD MEMBERS EXCUSED

Tom Quade
Karen Arshinkoff

ALSO PRESENT

John J. Trunk, Superintendent	Billie Jo David, Director of Quality and Communications
Lisa Kamlowsky, Assist. Superintendent	Mira Pozna, Director of Fiscal
Holly Brugh, Director of Services	Tom Jacobs, Dir. of Operations/SHDC
Joe Eck, Director of Labor Relations	Lindsay Bachman, Director of MUI
Eldridge Black, Director of Transportation	Melissa Skiljan, Director of SSA
Lynn Sargi, Director of HR	Maggi Albright, Recording Secretary and others
Russ DuPlain, Director of IT	

I. SUMMIT PSYCHOLOGICAL ASSOCIATES CONTRACT

Summit DD established a Multi-Purpose Committee (MPC) to govern behavior support and human rights services. The role of the Committee is to ensure services focus on positive teaching, support and intervention strategies. In cases where an aversive or restrictive strategy is identified as a necessary support, such strategy must be reviewed and approved by the MPC to ensure that the strategy is developed in accordance with DODD guidelines. The MPC also collects and analyzes data relative to aversive or restrictive plans from all providers and/or plan authors developing and implementing behavioral support strategies that include restrictive measures. Summit DD contracts with Summit Psychological Associates to provide administrative oversight of the MPC, including required reporting to DODD, data collection and analysis and clinical expertise relative to the development of proposed aversive or restrictive strategies. The request is to renew the contract with Summit Psychological for the period January 1, 2015 through December 31, 2015 in an amount not to exceed \$65,000.

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WORK SESSION *(continued)*

I. SUMMIT PSYCHOLOGICAL ASSOCIATES CONTRACT *(continued)*

A one-year contract is recommended due to proposed rule revisions governing the development and implementation of behavioral support strategies that include restrictive measures. Mr. Briggs asked if rule changes occur during the contract period, does Summit DD have the ability to update the contract accordingly. Mrs. Kamlowsky confirmed the ability to update the contract if needed. Funds are available in the budget and the contract has been recommended for approval by the October Finance & Facilities and Services & Supports Committees.

II. BLAUGRUND, HERBERT, KESSLER, MILLER, MYERS & POSTALAKIS LEGAL SERVICES CONTRACT

The Blaugrund firm has represented Summit DD in negotiations and other collective bargaining matters for over ten years. The request is to renew the contract with Blaugrund, Herbert, Kessler, Miller, Myers & Postalakis for the period January 1, 2015 through December 31, 2015 in an amount not to exceed \$110,000, which represents a \$40,000 decrease over the 2014 contract amount. The rate for services under this contract remains \$200/hour for the fourth consecutive year. Fee disputes, should they occur, shall be mediated by the Ohio Bar Association. In 2013, proposals for legal services were solicited and reviewed. The Blaugrund firm remains the lowest cost and best choice to represent the Board. In 2015, this contract would be utilized for labor negotiations, reviewing grievances that may be arbitrated, arbitration of grievances of significant importance and to advise and represent the Board in other related employment and collective bargaining matters. Mr. Briggs commented the Board would like to see local law firms in the Summit County community utilized for legal issues not directly related to this area of specialty. Funds are available in the budget and the contract has been recommended for approval by the October HR/LR Committee.

III. NEW POLICY 2033 – EMPLOYEE RECORDINGS IN THE WORKPLACE

New Policy 2033 – Employee Recordings in the Workplace was developed to address and prohibit the unauthorized use of audio and/or video recordings of workplace meetings or discussions by employees in order to encourage open communication, free exchange of ideas, spontaneous and honest dialogue, promote an atmosphere of trust and to reduce the risk of breach of confidentiality and/or violation of privacy of persons served. Exceptions to the prohibition on recording by employees are when such recording is required by job description or when prior written approval is received from the Superintendent/designee. New Policy 2033 has been recommended for approval by the October HR/LR Committee.

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WORK SESSION *(continued)*

IV. 2015 SUMMIT DD AGENCY CALENDAR

The 2015 Summit DD Agency Calendar identifies holidays and in-service days and is consistent with collective bargaining unit agreements. The current WWSA agreement reduces the number of in-service day requirement from eight to four, however, the 2015 calendar continues to designate eight days to accommodate organizational and system changes next year. The number of in-service days will be re-evaluated when the 2016 calendar is developed. The October HR/LR and Finance & Facilities Committees recommend approval of the 2015 Summit DD Agency Calendar.

V. COMDOC DOCUMENT MANAGEMENT SYSTEM CONTRACT

With the majority of Summit DD's processes being paper-based, the Agency prints and copies over 3.5 million pages annually at a cost of over \$100,000 per year. A project team was deployed in 2013 to research options for converting many of Summit DD's paper documents and processes to electronic with the goal of having a document management system that could support document imaging as well as provide the capability for some of the processes to occur systemically instead of being manually routed from one person to the next. The project team reviewed information from eight vendors and received quotes from the top three. The team determined that ComDoc's solution provided the best balance of features and pricing. The request is to enter into a two-year contract with ComDoc to purchase DocuWare and JobRouter and provide consulting support for implementation, in an amount not to exceed \$304,999. In addition to the cost savings by reducing the amount of documents printed, other expected benefits of implementing the system include:

- Increased efficiency by mapping out and improving processes
- Enabling staff to become more mobile with access to documents from laptops and other mobile devices
- Enhanced compliance with HIPAA and other regulations
- A positive environmental impact via reduced printing

The implementation of a document management system will be a multi-year process. Software would be purchased this year with implementation extending into 2015 and beyond. ComDoc is part of a cooperative purchasing agreement in which Summit County participates so it was not necessary to do a formal Request for Proposal (RFP). Funds are available in the budget and the contract has been recommended for approval by the September Finance & Facilities Committee.

VI. METRO AGREEMENT

Summit DD has had a collaborative agreement with Metro Regional Transit Authority (Metro) for specific rate of payment for transportation services to and from programmatic sites since 2003. The request is to renew a two-year agreement with Metro for the period January 1, 2015 through December 31, 2016 for a total amount not to exceed \$204,700.

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WORK SESSION *(continued)*

VI. METRO AGREEMENT *(continued)*

The Board would continue to pay \$7.50 per person per trip under the agreement and is charged only for services delivered. Summit DD will continue to bill the waiver for the fee to offset 60% of the cost. Scat drivers are trained and background checked. The contract includes language relative to training and background checks for Scat drivers. There are currently 26 individuals who receive services under this contract. There was a 7.5% decline in this service in 2014 because four passengers either discontinued service or changed providers. Another rider satisfaction survey will be conducted in 2015. Funds are available in the budget and the agreement has been recommended for approval by the September Finance & Facilities and Services and Supports Committees.

VII. 2015 EMPLOYEE HEALTH AND DENTAL INSURANCE

The Board's 2015 budget for health insurance is \$6,327,294, which is the result of an approved increase for health insurance offset by the reduction in approved FTE's for 2015. The Insurance Committee reached consensus to recommend maintaining the current carrier and plan design for 2015 with a total rate increase of 9.3%, inclusive of the Affordable Care Act fees. The Committee reached consensus to offer a two-tiered rate system – single and family plan. There is also an option to select a high deductible plan. Strategic priorities continue to focus on effective funding, integrated incentive program to encourage wellness, employee engagement, personal responsibility and choices. Effective January 1, 2015, employees will contribute 15% of the total cost of health and dental insurance and the Board will contribute 85%. The employee contribution for single coverage increased from 5% to 15%. In 2015, single coverage contribution for health insurance will be \$104.97/month and family coverage will be \$282.69/month. Dental insurance will continue to be provided through the Ohio Association of County Boards of DD (OACB) CBA Benefit Services at an increased rate of 2% for 2015. Single premium will be \$25.50/month and the family premium will be \$78.40/month. Funds are available in the budget and the 2015 insurance options have been recommended for approval by the October Insurance, HR/LR and Finance & Facilities Committees.

VIII. SEPTEMBER FINANCIAL STATEMENTS

September financials reflect recovery from deficit spending with a positive position of \$6,123,348 at the end of September. The recovery was largely due to second half tax settlement in the amount of \$21,478,000. Expenditures for the month reflect ERIP costs for 31 participants, payment to NEON for TDD waiver administration in the amount of \$111,500 and \$43,200 in real property improvements. The fund balance at the end of September was \$74,266,161. Mr. Briggs asked if the September financials reflect projections. Mrs. Pozna replied they do. The September Financial Statements have been recommended for approval by the October Finance & Facilities Committee.

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WORK SESSION *(continued)*

IX. REVISED POLICY 1112 – BOARD MEMBER INSERVICE TRAINING REQUIREMENTS, REVISED PROCEDURES: ORIENTATION OF NEW BOARD MEMBERS AND STRATEGIC PLANNING

Policy 1112 has been revised to reflect new requirements in Ohio Administrative Code relative to in-service training for Board Members. The two procedures have been revised to correspond to the updated policy. Mr. Briggs commented he is happy to see the updates to the Orientation of New Board Members procedure. The revisions to Policy 1112 and the two procedures have been recommended for approval by the October HR/LR Committee.

The work session adjourned at 5:26 p.m.

BOARD MEETING

The **regular monthly meeting** of the Summit County Board of Developmental Disabilities convened at 5:26 p.m.

I. BOARD MEMBER CAUCUS

Mr. Briggs announced that the OACB is requesting each county board appoint a Board Member to sit on an advocacy committee to develop two-way communication across the state. He asked that any Board Member interested in serving in this capacity contact either the Superintendent or him prior to the December Board Meeting.

II. PUBLIC COMMENT

Leslie Frank, a parent and Summit DD staff, commented that co-workers are expressing concern about working on Christmas Eve. She also noted that relative to reduction of in-service days in upcoming calendars, there needs to be enough in-service days so staff can earn their growth points for certification. She expressed how much she enjoyed this year's All Agency In-service and thought the Good Life presentation and other break-out sessions were wonderful. She stated appreciation of the Superintendent's question and answer session. Ms. Frank also noted that a person served at Cuyahoga Falls center celebrated their 80th birthday recently and still comes to work each day. Another gentleman at Cuyahoga Falls celebrated his 70th birthday and the Mayor of Cuyahoga Falls gave him the key to the city and declared it his week in the city.

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BOARD MEETING *(continued)*

III. APPROVAL OF MINUTES

A. SEPTEMBER 25, 2014 (combined work session and regular meeting)

RESOLUTION No. 14-10-01

Mrs. Wilkinson moved that the Board approve the minutes of the September 25, 2014 combined work session and regular meeting, as presented in attachment #10. The motion, seconded by Mr. Siegferth, was unanimously approved.

IV. BOARD ACTION ITEMS

A. FINANCE & FACILITIES COMMITTEE

1. COMDOC DOCUMENT MANAGEMENT SYSTEM CONTRACT

RESOLUTION No. 14-10-02

Mr. Siegferth moved that the Board approve a contract with ComDoc for the purchase of DocuWare and JobRouter and to provide consulting services in an amount not to exceed Three Hundred Four Thousand Nine Hundred Ninety Nine Dollars (\$304,999), as presented in attachment #5, and that the Superintendent be authorized to sign said contract. The motion, seconded by Mrs. Ricks, was unanimously approved.

2. METRO AGREEMENT

RESOLUTION No. 14-10-03

Mrs. Ricks moved that the Board approve an agreement with Metro Regional Transit Authority for the period January 1, 2015 through December 31, 2016, in an amount not to exceed Two Hundred Four Thousand Seven Hundred Dollars (\$204,700), as presented in attachment #6, and that the Superintendent be authorized to sign said agreement. The motion, seconded by Mr. Siegferth, was unanimously approved.

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BOARD MEETING (continued)

IV. BOARD ACTION ITEMS (continued)

A. FINANCE & FACILITIES COMMITTEE (continued)

3. 2015 EMPLOYEE HEALTH AND DENTAL INSURANCE

RESOLUTION No. 14-10-04

Mr. Dohnal moved that the Board adopt the Insurance Committee recommendations to maintain Aetna as health insurance carrier for eligible employees for 2015 benefit year, as presented in attachment #7.

Be it further resolved that the Board approve the renewal of Delta Dental as carrier for dental coverage for eligible employees for the 2015 benefit year, as presented in attachment #7. The motion, seconded by Mrs. Wilkinson, was unanimously approved.

4. SEPTEMBER FINANCIAL STATEMENTS

RESOLUTION No. 14-10-05

Mrs. Wilkinson moved that the Board approve the September Financial Statements, as presented in attachment #8. The motion, seconded by Mr. Siegferth, was unanimously approved.

B. HR/LR COMMITTEE

1. REVISED POLICY 1112 – BOARD MEMBER IN-SERVICE TRAINING REQUIREMENTS, REVISED PROCEDURES: ORIENTATION OF NEW BOARD MEMBERS AND STRATEGIC PLANNING

RESOLUTION No. 14-10-06

Mr. Siegferth moved that the Board approve revisions to Policy 1112 – Board Member In-service Training Requirements and revisions to Board Procedures: Orientation of New Board Members and Strategic Planning, as presented in attachment #9. The motion, seconded by Mr. Dohnal, was unanimously approved.

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BOARD MEETING *(continued)*

V. SUPERINTENDENT'S REPORT

A. THIRD QUARTER MUI REPORT

Mr. Trunk commented the MUI Unit continues to perform at an outstanding level under the Direction of Lindsay Bachman, even exceeding standards set by the State. The third quarter MUI report reflects performance measures remaining stable with 24 hour conformance at 98%, which exceeds the goal of 97%. Timely closure of cases is at 100%, exceeding the goal of 95% and questions answered timely are at 100%, exceeding the goal of 95%. There were approximately 331 MUIs investigated during the third quarter, which is an increased trend and the 30 cases substantiated (out of 157 protocol cases) also reflects an increased trend. There were 117 law enforcement notifications and 163 cases referred/reviewed by law enforcement and/or Children's Services. There were charges filed in 11 cases and four requests for the Abuser Registry were made. There were also two individuals from Summit County added to the Abuser Registry. There were 19 new Director Alerts, compared to two last quarter. There are 54 open cases. Mr. Briggs stated he views the number of open cases as a positive because incidents are being investigated. Mrs. Bachman noted the third quarter is reflective of the addition of the second full time detective so the MUI Unit has been able to take on more cases.

B. THIRD QUARTER OPERATING PLAN REPORT

The Operating Plan quarterly report provides status of the 2014 Operating Plan measures. 19 of 19 measures are performing within goal levels. Overall, Summit DD scored a 4.7 on a scale of 1-5 on the Pillar Dashboard.

Third quarter highlights include:

- 4,275 total individuals supported, representing a 3.9% increase from the same period last year. Summit DD projected a 2% growth rate through the levy period.
- There are currently 375 adults supported through Community Employment, which is 18.7% more than the same period last year.
- 74 children receive integrated child care at community-based child care settings through the Community Partnership for Inclusion (CPI) Program, which represents a 60.9% increase from the same period last year.

Mr. Briggs asked what percentages of children have been diagnosed with Autism. Mrs. Brugh replied she does not have this information with her tonight but she can certainly provide it at a later date. After the Board Meeting, Mrs. Brugh reported there are 19 children that have a diagnosis of Autism who are receiving support through the CPI in community child care centers around the county.

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BOARD MEETING (continued)

V. SUPERINTENDENT'S REPORT (*continued*)

B. THIRD QUARTER OPERATING PLAN REPORT (*continued*)

She stated this does not account for children who have not yet been diagnosed. Additionally, there are two children in the Paving the Way program (formerly Calico) who have Autism.

- Providers report a 72.6% satisfaction rate with Summit DD. This is the first time a satisfaction survey has been conducted with providers.
- 86% of adults receive funding through sources other than local tax dollars.

C. CENSUS

The September 2014 Census was included in packets for review. There are currently 4,275 individuals receiving supports, 1,678 individuals funded through a waiver and the ratio of where individuals receive day services is 1,300 through private providers and 750 from Summit DD. There are 1,633 individuals receiving residential supports and almost half of those people are living in residential settings. There are 1,840 individuals still waiting for waiver slots. Mr. Trunk noted staff will start analyzing the waiver waiting list during 2015 to get better information relative to immediate need for a waiver since there are individuals on the list, including children, who may not be ready for a waiver yet.

D. NEW SUMMIT DD WEBSITE LAUNCH

The new Summit DD website was launched on October 1st. The goals of the new website are to have more tools and resources available, make it easier for the public to contact the Board, highlight success stories, increase engagement, use the blog to provide expert advice and resources as the primary community resource, provide a more user-friendly mobile and tablet experience and to introduce Summit DD to those who do not yet know about the Board. There is currently a call to action advertising campaign to visit the new Summit DD website that includes billboards, online ads that click through to the Summit DD site, Pandora radio, TV and print ads. Near the end of the first month after launching the new website sessions are up 58%, users are up 85.9% and new visitors make up more than 60% of the traffic (compared to 45% last month). This does not include internal traffic. Mobil traffic is up by 197%, which makes up more than half of the total traffic. Organic search is up 9% and ad campaigns have proven effective with 1,500 visitors from Pandora radio and 600 visitors from online ads. Goals have been established to measure engagement. People who "contact us" is up more than 300% with more than 35 contact us forms completed.

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BOARD MEETING *(continued)*

V. SUPERINTENDENT'S REPORT *(continued)*

D. NEW SUMMIT DD WEBSITE LAUNCH *(continued)*

There have been more than 40 e-mail newsletter sign-ups so far this month, compared to three last month. More than 19% of the total website visitors view more than two pages, compared to 14% for the old site. 8% of users spend more than a minute on the site and there have been 81 visitors to the Quick Start Guide. The new website is designed to convey community support and connections and the message that Summit DD is here to support families throughout their lifetime. The Board thanked Mrs. David and her staff for their work on creating and implementing the new website. Mrs. Wilkinson commented that she has experienced the positive shift in attitudes and opinions and she is very grateful. She noted the new website will be a helpful and educational tool for families.

E. MISCELLANEOUS

Mr. Trunk commented there was good attendance at the October 20th All Agency In-Service and it was a big success; feedback from staff has been very positive.

Mr. Trunk reported that under Dave Dohnal's leadership, the OACB has contracted with the legal firm of Bricker & Eckler to address concerns relative to House Bill 621. Bricker & Eckler will be composing a legal memo to outline that HB 621 is a violation of constitutional rights. Legislation has not been introduced and likely will not be put forth prior to the end of this year. If legislation is introduced, the OACB will be prepared to move forward with the legal memo. Mr. Trunk mentioned that Mr. Quade submitted a letter to the editor of the West Side Leader, Summit DD has posted information on its blog and staff are presenting information to elected officials. Mr. Dohnal asked if there was an advantage to waiting to submit the Bricker & Eckler legal memo until legislation has been introduced. Mr. Trunk replied that he is unsure of the strategy of the legal team. Mr. Dohnal responded that he will contact the OACB Executive Director to discuss.

Mr. Trunk stated he and Mr. Briggs met with Judge Stormer to discuss the upcoming Summit DD Board Member vacancy that will occur when Karen Arshinkoff's term expires at the end of this year. Recommendations will be submitted to the Judge for her consideration with a new appointment made by November 30th.

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BOARD MEETING *(continued)*

V. SUPERINTENDENT'S REPORT *(continued)*

E. MISCELLANEOUS *(continued)*

Mr. Trunk asked Board Members to consider their availability relative to attending Board Meetings in 2015. He requested that if anyone has a preference for different dates/times, please submit that information to either Mr. Briggs or him ASAP.

VI. PRESIDENT'S COMMENTS

Mr. Briggs commented he is amazed by the work staff does. Staff continually thinks outside the box and that makes the Board look good. The new website is another shining example of why Summit DD is the best county board in the State of Ohio. He noted that it takes staff at all levels of the organization to achieve this kind of success. He thanked all the Summit DD staff for their dedication and hard work.

There being no further business, the Board Meeting adjourned at 6:13 p.m.



Denise Ricks, Secretary